

## **Company Meeting or Event - Terms and Conditions**

These Terms and Conditions will apply to and govern your Booking. 'Booking' means the provisional booking made by you and confirmed by you and accepted by us. 'Meeting' or 'Event' means that which is detailed in the provisional Booking; 'we' or 'us' or 'venue' means The Petersham; 'you' means the person, firm or company booking the Event.

### **1. BOOKINGS**

- 1.1 To secure a booking, with a combined value of £2000 or above, a deposit payment of £500 (non-refundable) is required.
- 1.2 All bookings will need to be guaranteed by a Credit or Debit card.
- 1.3 Not less than 21 days prior to the Event you must notify us in writing of any changes to the details of your Event.
- 1.4 Not less than 7 days prior to the Event you must notify us in writing of any changes to the details of your confirmed booking

### **2. PAYMENT**

- 2.1 All accounts are to be paid on departure unless credit facilities or alternative arrangements have been previously agreed. Where credit facilities have been arranged, our invoice(s) must be settled in full within 14 days of the invoice date
- 2.2 Credit facilities may be available, by prior arrangement by completion of a Credit Account Application Form. Credit terms must be agreed at least 30 days prior to the Event.
- 2.3 We reserve the right to charge interest at 4% above the base rate of HSBC on all outstanding balances (including extra or additional charges) from the date due until the date of payment in full.

### **3. CANCELLATION OR AMENDMENT OF THE MEETING OR EVENT BY YOU**

- 3.1 All cancellations & Amendments must be received by us in writing. If you cancel or amend the Event thereby reducing the value, the following charges will apply:
  - Between 8 & 6 weeks prior to the date of the Event 50% of the value will be charged
  - For cancellation less than 6 weeks prior to the date of Event 100% of the value will be charged
- 3.2 In each case the percentage applies to the estimated value of your confirmed Event.
- 3.3 If you cancel your Event, fully or in part, we will use our reasonable endeavours to re-let the Event space allocated to your Booking and we will reduce the cancellation charge accordingly.

### **4. CANCELLATION OR AMENDMENT OF ACCOMODATION BY YOU**

- 4.1 Cancellations or amendments must be received in writing.
- 4.2 For full or partial cancellation of reserved Accommodation less than 6 weeks prior to the date of your Meeting or Event 100% of the cancelled element of your Accommodation will be due
- 4.3 We will use our reasonable endeavours to re-let any Accommodation allocated to your Booking, should we be successful, we will reduce the cancellation charge accordingly.

### **5. CANCELLATION OF THE BOOKING BY Us**

- 5.1 It may be necessary, due to circumstances beyond our reasonable control, to change or cancel your Booking and in which case we will notify you of such an occurrence and use our reasonable endeavours to offer alternative arrangements of a substantially similar standard. You may then accept the alternative arrangements, or cancel your Booking without charge and we will refund all monies paid in respect of the Event
- 5.2 We reserve the right to cancel your Booking if (i) you become insolvent or bankrupt or otherwise unable to pay your debts as they fall due; or (ii) you are more than 30 days in arrears with any payment due to us; or (iii) in our reasonable opinion your proposed activities or the Event might prejudice the reputation of The Petersham.
- 5.3 Events are requested to finish at the time agreed when the Booking is made. Extensions to this time may be

chargeable and are at the sole discretion of The Petersham management team

## **6. YOUR RESPONSIBILITIES**

- 5.1 You will provide a full list of names who require accommodation not less than 6 weeks before the arrival date.
- 5.2 You will be responsible for the conduct of your guests/invitees/staff and use your best endeavours to ensure that your attendees/guests/invitees/staff comply with our reasonable instructions in the event of an emergency
- 5.3 You will use your best endeavours to ensure that your attendees/guests/invitees/staff do not affix anything to walls, floors or ceilings without our prior consent. You will also ensure that your attendees/guests/invitees/staff do not display any posters, directional signs or other material without our prior consent.
- 5.4 You will be responsible for any damage caused to the hotel, its public areas, bedrooms, bathrooms and contents. You shall be liable to make good any damage caused and be liable for any loss, costs or expenses incurred by us as a result of any damage.
- 6 Bedrooms - damaged mattresses, beds and bed linen will be charged at Gross cost price plus 20%  
You will use your best endeavours to ensure that your attendees/guests/invitees/staff do not bring any food or beverages onto the premises and only food and beverage supplied by us shall be consumed on the premises

## **7. SMOKING**

- 6.1 Smoking is not permitted in any part of the hotel or bedrooms, should this occur, a minimum charge of £500.00 plus VAT will be levied to cover costs of de-fumigation. You shall also be liable for any loss of business incurred as a result of smoking.

## **7 LIMITATION OF LIABILITY**

- 7.1 We, The Petersham Hotel Limited, its directors and or its/their associated companies and personnel accept no responsibility whatsoever in respect of theft, damage, accident, death, or loss of any kind, howsoever caused to you, your attendees/staff, their guests/ 'invitees' and your/ their property, possessions and accept no liability arising in respect our provision of the venue or any liability whatsoever in respect of any third-party supplier independently arranged by yourselves or arranged and/or recommended by us.
- 7.2 We reserve the right to refuse admission to the Venue for any reason whatsoever.

## **8. DATA PROTECTION**

- 8.1 Unless authorised by you, we will not use any information you provide for marketing purposes such as sending you latest offers etc

## **9. GENERAL**

- 9.1 If any part of these terms and conditions is found to be invalid or unenforceable, then the remainder of these terms and conditions will not be affected but will remain valid and enforceable
- 9.2 These terms and conditions shall be governed and construed in accordance with English law.

*The Petersham Hotel*

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